

**Module B Section 1**  
**What is a Support Broker?**  
**Quiz**

1. Tracy Martin shared her feelings regarding key attributes of a successful Support Broker. Which of the following would she NOT include?
  - A. A willingness to “be there” for her.
  - B. Time-management skills.
  - C. Ability to listen.
  - D. Acting upon what the Broker learns from listening.
  
2. Support Brokers should rely on which of the following to define their responsibilities?
  - A. Because support brokerage is such a dynamic position, the best way to know what to provide to clients is to listen to other Support Brokers.
  - B. In order to be effective, Support Brokers should listen closely to providers of service. That way they know that the plan is working. If the plan is working, then the Broker is doing everything they should be.
  - C. Support brokerage is an ever-developing role that is best defined by the individuals with disabilities who have hired you.
  - D. None of the above.
  
3. What did Arlene Schouten and her daughter, Natalie, have to do for Natalie to experience self-directed supports and spending control through individualized funding?
  - A. They engaged the media to shine a light on Natalie’s situation.
  - B. They compromised with government authorities regarding Natalie’s living arrangements while alternatives were sought.
  - C. Natalie and her family defined what they wanted their Support Broker to work on and accomplish.
  - D. All of the above.
  - E. None of the above.
  
4. Bridget Shannahan described what skills are needed to be her Support Broker. Which of the following is important to Bridget?
  - A. Establishing a plan in case things go wrong.
  - B. Providing transportation to activities of her choice.
  - C. Being more of a friend than an employee.
  - D. Having her parents agree with her individualized plan.

5. Choose the answer that best describes the communication skills that are needed to be an effective Support Broker.
- A. An ability to create public presentations.
  - B. Positive interactions with individuals, groups and community members.
  - C. Mediation and conflict resolution skills.
  - D. A & B
  - E. B & C